

MANIT BA

**ANNUAL
REPORT**
1982-83

**The Department of
Government Services**



MANITOBA
MINISTER OF GOVERNMENT SERVICES
WINNIPEG
R3C 0V8

January 3, 1984

Her Honour Pearl McGonigal
Lieutenant-Governor of Manitoba
Room 235 Legislative Building
Winnipeg, Manitoba
R3C 0V8

May It Please Your Honour:

I have the privilege of presenting for the information of Your Honour the Annual Report of the Department of Government Services for the fiscal year ending March 31, 1983.

Respectfully submitted,

The Honourable A.R. (Pete) Adam
Minister





MANITOBA
DEPUTY MINISTER OF GOVERNMENT SERVICES
ROOM 141 LEGISLATIVE BUILDING
WINNIPEG
R3C 0V8

January 3, 1984

The Honourable A.R. (Pete) Adam
Minister of Government Services
Room 141 Legislative Building
Winnipeg, Manitoba
R3C 0V8

Mr. Minister:

I hereby submit for your approval the 1982-83 Annual Report of the Department of Government Services.

During 1982-83, the Department accomplished significant results consistent with its mandate in providing support services to the Manitoba Government. Energy conservation initiatives continued by increasing the proportion of compacts in the Government vehicle fleet, and by applying energy-saving techniques in Government buildings. The Department conducted major construction projects in support of client programs, including the commencement of construction for the New Law Courts Building in Winnipeg. The Department also finalized its preparations for the installation of Centrex telephone service for the Government of Manitoba throughout Greater Winnipeg. Centrex became operational shortly after the end of the 1982-83 fiscal year. A "Buy Manitoba" Purchasing Program was implemented to promote the award of contracts for Manitoba commodities or services at marginally higher prices than those provided from out-of-province.

Similar to the last fiscal year, improved financial management was achieved through tightening of administrative and budgetary functions. The Internal Audit Pilot Project was completed identifying audit issues and producing a long-term plan for auditing this Department. Further conversions from manual to automated information systems also occurred. For example, the Common Material Identification System and Property Management System were initially implemented in 1982-83.

We look forward to continuing our efforts in providing better and more economical service to our client departments.

Respectfully submitted,

J.W.E. Brako
Deputy Minister



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Preface

Mandate

The Department of Government Services is charged with responsibility for providing a wide range of central support services to Government programs. Services fall under the general categories of central services, supply services, and property services. The Department operates and delivers services under authority of the following Acts of the Consolidated Statutes of Manitoba:

- The Emergency Measures Act E80
- The Expropriation Act E190
- The Government House Act G80
- The Government Purchases Act G90
- The Land Acquisition Act L40
- The Public Works Act P300.

In addition, policies specific to Departmental programs are documented in the General Manual of Administration and various Government Services manuals, catalogues, and publications.

Government Services acts as a central agency within Government. The Department consults clients as to their needs and expectations and provides services according to policies and standards approved by Cabinet or Treasury Board. Government Services acts in an advisory capacity to Cabinet and Treasury Board in the development of policies and standards required to provide efficient and effective service. Once approved, departments are held accountable for adhering to these policies and standards. In turn, Government Services is held accountable for providing a quality service to client departments within given fiscal constraints and policy standards.

Organization

During 1982-83, the Department of Government Services continued to review its organizational structure in order to improve its planning capabilities and operating performance. In summary, the following organizational changes were made during the past fiscal year.

- Word Processing Consulting Services Branch — transferred to Department of Finance (September 1, 1982).
- Queen's Printer — transferred to Department of Cultural Affairs & Historical Resources (September 1, 1982).
- Personnel Services Branch — the Training Section was established to improve human resource planning and development within the Department (September 13, 1982).

- Energy Management & Technical Services Branch — became directly responsible to the Director of the Physical Plant Branch (April 17, 1982).

The resulting Departmental structure is depicted in Figure #1. It calls for a clear definition of Divisional objectives and accountability at each level of program delivery. The intent is to provide the functional organization and senior management strength required to direct the Department's resources in assuming full responsibility for providing departments with support services. The role, responsibilities, and year-end staffing of the four Divisions are outlined in the following information.

- Central Administration Division: has a staffing complement of 57.26 SY's and is responsible for providing centralized administrative services in support of the Department's programs. These include general administration, accounting, financial management, budget co-ordination, internal audit, payroll, personnel management, management planning, program evaluation, policy analysis, communications co-ordination, and systems development. In addition, the Division is responsible for co-ordinating Government activities during major civil emergencies.
- Supply & Services Division: has a staffing complement of 179 SY's and is responsible for providing centralized supply services in support of Government programs. These include Government fleet vehicles, purchasing, materials management, office equipment, telecommunications, and mail.
- Project Services Division: has a staffing complement of 110.26 SY's and is responsible for planning, designing, and co-ordinating building construction and for acquiring leased space in support of Government programs. In addition, the Division provides real property appraisal, acquisition, and disposal.
- Field Services Division: has a staffing complement of 819 SY's and is responsible for providing administration and decentralized services related to the ongoing operation and maintenance of Government-owned or occupied real property. These include renovations, construction, grounds, security, parking, employee housing, contracted services, energy management, and safety. Most of these services are delivered on a district basis according to the map portrayed in Figure #2. Management of the Gimli Industrial Park also comes under the jurisdiction of this Division.

In addition to the four Divisions, there are two independent bodies, the Land Value Appraisal Commission and the Manitoba Disaster Assistance Board, which report directly to the Minister. Their role, responsibilities, and year-end staffing are described in the following information.

- Land Value Appraisal Commission: has six members with a supporting staff complement of two SY's. The Commission determines and certifies due compensation for the acquisition of land by any designated authority with the power of expropriation. A Commission hearing can be initiated by the acquiring authority or landowner. Commission decisions are binding on the acquiring authority, but not on the landowner, who can take the matter to the Court of Queen's Bench. In compliance with Section 13 of The Land Acquisition Act, a report on

applications and matters dealt with during the 1982-83 fiscal year is provided by the Chairman in Appendix "A".

- Manitoba Disaster Assistance Board: has three members supported by part-time staffing. It is responsible for: communicating Government policy on disaster assistance; making decisions concerning payments in response to disaster assistance claims; and investigating and reporting to the Minister on matters related to disaster assistance. The Board provides a readily activated mechanism for dealing with damage-related matters referred to it as a result of natural or human-made disasters.

A comparative summary of the Department's program expenditures and recoveries for fiscal years 1981-82 and 1982-83 is depicted in Figure #3.

Figure #1

Organization Chart

As at March 31, 1983

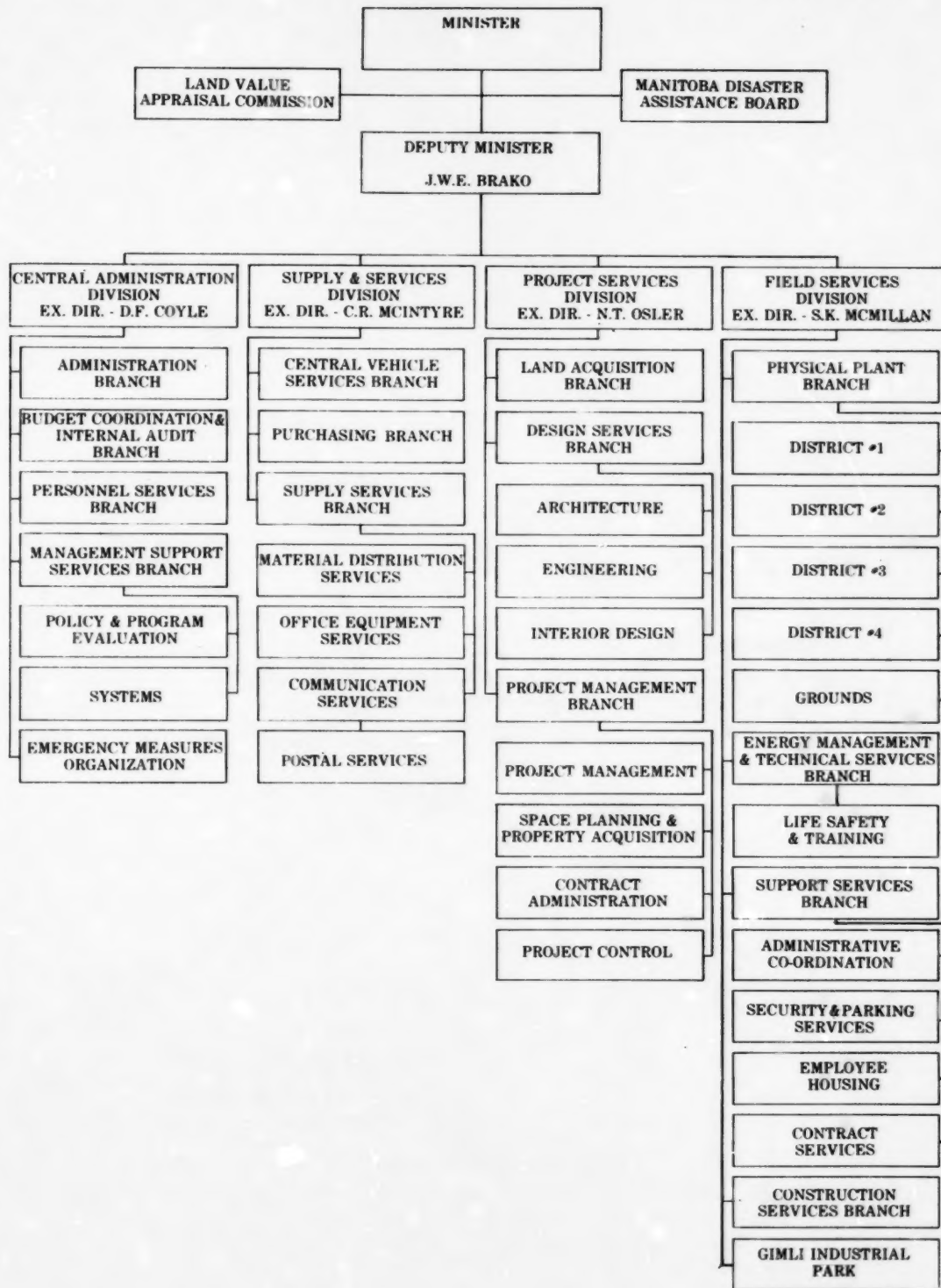
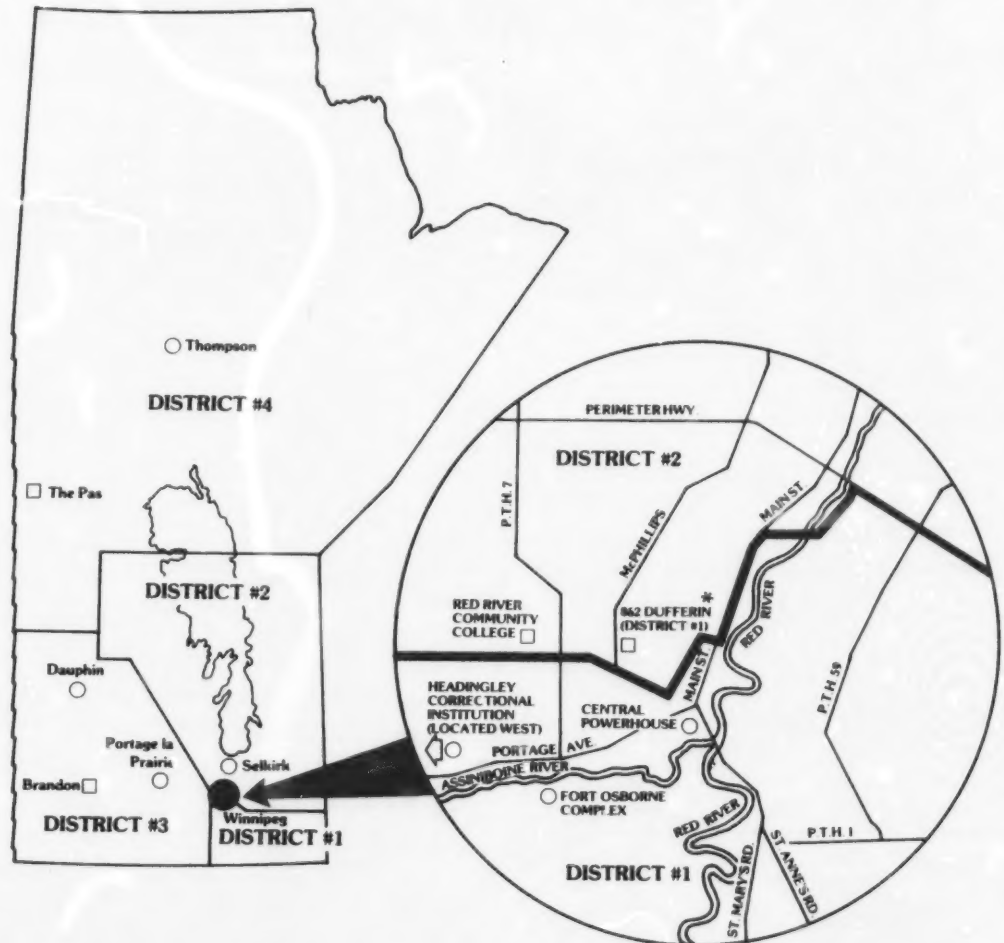


Figure # 2

District Service Map



* Although located in District #2, the office at 862 Dufferin is the District #1 Headquarters.

LEGEND

- District Office
- Zone Office (Represents Locations of Government Services Maintenance Operations).
- Winnipeg Area included in above circular map.
- District Boundary.

Figure #3

Expenditure & Recovery Summary

for the fiscal year ended March 31, 1983
(with comparative figures for the previous fiscal year)

PROGRAM	1982-83 (\$000)	1981-82 (\$000)
08-1A Minister/Deputy Minister	11.9	14.3
08-1B Executive Administration	213.2	208.0
08-1C Administration	581.2	711.5
08-1D Management Support Services	362.9	231.4
08-1E Emergency Measures Organization	395.6	327.7
08-1F Personnel/Payroll	261.6	
08-1F Advertising Audit		143.9
08-1G Word Processing Centre		103.7
08-1H Word Processing Consulting Services		91.3
08-1 TOTAL (Central Administration)	1,826.4	1,831.8
08-2A Executive Administration	225.2	189.8
08-2B Physical Plant	20,701.9	18,791.3
08-2C Construction Services	1,162.0	1,115.9
08-2D Leased Accommodations	8,949.2	7,259.6
08-2E Employee Housing	360.7	334.0
08-2F Security & Parking Services	1,849.1	1,434.7
08-2G Gimli Industrial Park	1,896.7	1,901.4
08-2H Furniture & Furnishings	89.3	63.9
08-2J Energy Management & Technical Services	341.9	337.1
08-2 TOTAL (Field Services)	35,576.0	31,427.7
08-3A Executive Administration	137.4	120.1
08-3B Central Vehicle Services	3,509.6	2,888.8
08-3C Office Equipment Services	54.7	22.4
08-3D Purchasing	827.9	720.4
08-3E Material Distribution Services	1,007.3	769.6
08-3F Communication Services	1,605.6	1,452.7
08-3G Postal Services	3,796.9	2,463.5
08-3H Manitoba Gazette		158.0
08-3J Queen's Printer - Management & Brokerage		190.5
08-3K Queen's Printer - Operating		169.6
08-3 TOTAL (Supply & Services)	10,939.4	8,955.6
08-4A Executive Administration	78.2	74.1
08-4B Design Services	1,395.0	1,218.6
08-4C Project Management	753.1	669.4
08-4D Land Acquisition	215.5	10.9
08-4 TOTAL (Project Services)	2,441.8	1,973.0
08-5 Land Value Appraisal Commission	28.7	(15.0)
08-6 Acquisition/Construction of Physical Assets	14,146.7	19,232.9
08 DEPARTMENT TOTAL	64,959.0	63,405.9

NOTE 1 1981-82 expenditure shown under Administration.

NOTE 2 1982-83 expenditure shown under Executive Council.

NOTE 3 1982-83 expenditure shown under Finance.

NOTE 4 1982-83 expenditure shown under Finance.

NOTE 5 1982-83 expenditure shown under Cultural Affairs & Historical Resources.

NOTE 6 1982-83 expenditure shown under Cultural Affairs & Historical Resources.

NOTE 7 1982-83 expenditure shown under Cultural Affairs & Historical Resources.

Note: All figures are net actual expenditures which have been rounded to the nearest \$100; exact figures and further breakdown can be obtained from The Public Accounts 1981-82 and 1982-83.

Central Administration Division

The Central Administration Division provides administrative support services to the Department and planning, training, and co-ordination for civil emergencies within the Province. The Division consists of five Branches — Administration, Budget Coordination & Internal Audit, Personnel Services, Management Support Services, and the Emergency Measures Organization. On September 1, 1982, the Word Processing Consulting Services Branch was transferred to the Department of Finance from the Central Administration Division. The accountabilities, accomplishments, and initiatives of each Branch in 1982-83 follow.

Administration Branch

The Administration Branch is responsible for providing central accounting, financial information, vehicle co-ordination, and other administrative services to Departmental programs and management. The Branch processes accounts payable and receivable and administers the revenue collection and deposit system for the Department. During the fiscal year, 3,336 billing transactions and 64,052 payment vouchers were processed, an increase of 5% and 8% respectively over 1981-82.

Budget Coordination & Internal Audit Branch

The Budget Coordination & Internal Audit Branch participated in all phases of the budgetary process in 1982-83. In doing so, the Branch:

- assisted in issuing Estimates guidelines and instructions for Departmental programs;
- assisted Departmental programs in completing Estimates schedules;
- co-ordinated the compilation of Departmental program budget requests;
- prepared the Budget analysis for the Deputy Minister;
- prepared the Budget submission to the Department of Finance; and
- advised the Department on the format of the Printed Estimates presented to the Legislature.

The Branch is also responsible for: co-ordinating and analyzing the Department's Quarterly Forecast of Expenditures and Revenues for presentation to the Executive Committee; and

for ensuring that the associated submission to the Department of Finance is accurate and in compliance with Departmental requirements.

The Branch continued to monitor monthly cash flows of projected expenditures to identify unfavourable trends at the earliest possible date. The Branch also provided Departmental programs with additional historical and financial information to assist them in preparing their monthly cash flow projections.

During the fiscal year, the Internal Audit Program continued to be developed in conjunction with the Department of Finance. With the assistance of Coopers and Lybrand Limited, an Internal Audit Pilot Project was completed. The project identified audit issues and produced a long-term plan for auditing the Department. A comprehensive audit was completed in the Construction Services Branch, with the report's recommendations being approved for implementation. Future audit reports will be prepared with the assistance of the Department of Finance.

Personnel Services Branch

The Personnel Services Branch is responsible for providing the payroll and human resource management and development services. Included within these services are training, personnel planning, career counselling, and salary and benefits.

The Personnel Services Branch was restructured to meet increased demands for service. This restructuring involved the addition of the Training Section for human resource development in both the professional and technical areas. In its first year, the new Section emphasized developing and conducting personnel training seminars.

Considerable effort was made in reviewing and upgrading personnel information on current employees. Each personnel file was reviewed to ensure that the respective employee had adequate benefit coverage. A fact sheet was compiled and forwarded to each employee regarding the respective person's benefits. In response, 40% updated or corrected their coverage. In addition, a study was initiated to computerize personnel records and to transmit personnel information quarter-annually.

During 1982-83, the Branch was involved in 109 formal staffing competitions, an increase of 82% over 1981-82. "Finding Your Way", an employee orientation program, was designed in conjunction with the Civil Service Commission and implemented by the Branch in 1982-83. The Program provides new employees with a comprehensive introduction to the Government

of Manitoba and the Department of Government Services.

The Department's organization structure continued to be studied with respect to its ability to deliver programs. Of note, program changes were made involving the delivery of security and cleaning services. Moreover, discussions were held at senior levels, resulting in some organizational changes being made in certain Sections.

Management Support Services Branch

The Management Support Services Branch provides management consulting services in support of Departmental planning, program, policy, communications, and systems initiatives. The Branch consists of two distinct, yet integrated Sections — Policy & Program Evaluation and Systems. The activities of these Sections are co-ordinated under the direction of the Branch Manager, who also functions as planning consultant to the Deputy Minister and Executive Directors with respect to program development and management practices.

Policy & Program Evaluation

The Policy & Program Evaluation Section is accountable for supporting the Department's policy analysis, program evaluation, and communications functions. This involves conducting program, legislation, and policy reviews, as prioritized by executive management, and advising and submitting recommendations on the most appropriate alternatives. Reviews are aimed at examining program or service performance and alternative ways of delivering programs to more adequately meet the needs of client departments. The intent is also to ensure the consistency of proposed policy with Departmental and Government objectives and to promote timely and effective policy-making and program development in the Department. This role includes responsibility for communicating Departmental goals, activities, policies, and procedures within Government Services, to client departments, and to the general public by co-ordinating various manuals, publications, client relations, and public information programs. The latter responsibility for public communications was assigned to the Branch as a consequence of the Government's new communications initiative introduced in 1982-83.

During 1982-83, Policy & Program Evaluation was involved in the following project activities:

- planning and preparation of the Client Services Manual to provide Government

Services clientele with an easy-to-follow guide on what services are available, who to contact, and how to access these services;

- updating of the Administrative Services Manual to provide Government Services staff with a reference to the internal administration of the Department;
- planning, preparation, and distribution of the 1981-82 Annual Report;
- a review of the preparation and content of the Session Book, with the development of an improved product for the 1983-84 Estimates;
- a review of existing Government Services legislation, resulting in a report to the Executive Committee recommending required amendments and adoption of a course of action to implement amendments;
- a review of the Employee Housing Program with a view to determining policy options and the Program's future direction;
- a study of office operations in the Minister's and Deputy Minister's Offices;
- a review of the administrative support services in the Central Administration Division with a view to increasing their efficiency and effectiveness;
- planning and follow-up in relation to a series of Inter-divisional Management Seminars, resulting in issue identification, resolutions, and implementation of many resolutions to improve Departmental operations;
- an enquiry into the Department's planning capabilities, resulting in the adoption of an integrated management process based on Management By Results;
- preparation of the Department's French Language Services Implementation Plan;
- preparation of a series of Cabinet Papers on parking policy based on a consultant's study;
- a review of the leasing and purchasing financing alternatives for equipment acquisition resulting in Treasury Board's approval of a Government-wide policy;
- preparation of a Cabinet Paper on the lease-purchase method of financing office accommodation;
- an assessment of the Department's position in relation to Treasury Board's cost recovery policy and formulation of a plan of action to move the Department toward full cost recovery for services rendered to client departments;

- a review of the Department's records management practices and requirements, resulting in a report to the Executive Committee;
- planning and preparation of a Security Guard Handbook for Security & Parking Services; and
- documentation of a stores accounting procedures manual for the Field Services Division.

In addition to these projects, Policy & Program Evaluation co-ordinated the internal Policy Planning & Review Committee. The Committee consists of management representatives from each Division and is accountable to the Executive Committee for planning various policy media and for reviewing new or revised policies.

Systems

The Systems Section is accountable for co-ordinating systems planning and development in support of Departmental management's efforts to meet program objectives. This involves conducting systems feasibility studies and developing, implementing, and maintaining both manual and automated information systems. The Section attempts to ensure the efficient utilization of existing systems resources, the compatibility of data processing needs, and the accuracy and timeliness of management information systems.

The Systems Section was involved in the following project activities during 1982-83:

- final implementation, testing, and enhancement of the Fleet Management Information System in the Central Vehicle Services Branch;
- selection and initial implementation of the five-year Property Management System project in the Project Services and Field Services Divisions;
- selection, initial implementation, and testing of the Common Material Identification System in the Purchasing Branch;
- preliminary enquiries into a Purchasing Branch Information System for the Purchasing Branch;
- further refinement of requirements and initial implementation of the Personnel Information System in the Personnel Services Branch; and
- formation of a project team to define the requirements of an Inventory Management System for Material Distribution Services.

In addition to these projects, Systems co-ordinated the internal Systems Planning Committee. The Committee consists of management representatives from each Division and is accountable to the Executive Committee for preparing and monitoring the annual Departmental System Plan.

Emergency Measures Organization

The Emergency Measures Organization (E.M.O.) provides overall Provincial planning, training, and co-ordination for the safety and survival of citizens and the protection of property in disasters and emergencies. E.M.O. works closely with all levels of government and private volunteer agencies to co-ordinate effective emergency preparedness and response. This mandate is carried out through a head office in Winnipeg and regional offices in Portage la Prairie, Brandon, and Thompson.

E.M.O. personnel assist local governments in developing emergency plans and response capabilities. In 1982-83, 439 visits to communities were made — an increase of 31% over last year. E.M.O. staff assisted in developing 15 first-time emergency plans, reviewing and updating 24 existing emergency plans, and planning and evaluating 10 emergency exercises. Of the 202 municipalities within Manitoba, 29 have completed emergency plans. Twenty-three of the 50 Northern Affairs communities have completed emergency plans.

E.M.O. chairs the Provincial Interdepartmental Emergency Planning Officers' Committee — the body responsible for developing the Manitoba Emergency Plan. This comprehensive plan delineates the Provincial response structure and departmental and municipal roles and responsibilities. Guidelines have been developed for response to recurring emergencies, specifically floods, health (Western Equine Encephalitis), dangerous goods accidents, and forest fires.

As part of its Training/Education Program, E.M.O. gave numerous lecture presentations to municipal councils and public interest groups, and conducted municipal seminars on a variety of emergency preparedness subjects. In co-operation with other Federal and Provincial Government agencies, E.M.O. also presented five major municipal seminars held in Morris, Arborg, Hartney, Ste. Rose, and Gladstone. These seminars were well-attended by local government and volunteer organization representatives. Focal subjects included tornadoes, hazardous goods, and the 1983 flood threat.

E.M.O. also co-ordinated the attendance of Manitobans at civil emergency courses held at the Federal Study Centre in Arnprior, Ontario; 117 of the 163 Manitobans attending in 1982-83 were directly sponsored by E.M.O.

Forty-nine incidents were reported to E.M.O. through its 24-hour emergency and regular telephone service. Major incidents requiring E.M.O.'s emergency co-ordinating activities included:

- spills related to the transportation of dangerous goods reported in 24 locales;
- a Canadian Pacific Railway train accident in Winnipeg on December 13, 1982, causing a chemical car to explode;
- flooding reported in Morden and Steinbach on June 5, 1982;
- a severe ice storm from March 6 - 10, 1982, causing several rural areas in southern Manitoba to be without Manitoba Hydro electricity.

E.M.O. has also actively participated in the Joint Emergency Planning Program (J.E.P.P.) Through J.E.P.P., the Federal Government provides financial contributions to assist provinces in meeting the costs of projects aimed at enhancing national emergency response capability. In 1982-83, E.M.O. successfully negotiated with Emergency Planning Canada projects totalling \$758,000. Of this amount, the Federal share was \$409,000, the Province's \$349,000. This new shared-funding arrangement will further enhance the Province's emergency preparedness capability.

Supply & Services Division

The Supply & Services Division provides supply and related services in support of Government programs. The Division consists of three Branches - Central Vehicle Services, Purchasing, and Supply Services. On September 1, 1982, the Queen's Printer was transferred to the Department of Cultural Affairs & Historical Resources from the Supply & Services Division. The accountabilities, accomplishments, and initiatives of each Branch in 1982-83 follow.

Central Vehicle Services Branch

The Central Vehicle Services Branch, located in the Central Provincial Garage, provides central services for the provision of:

- fleet vehicles in support of departments' and agencies' program requirements;
- financial accounting and management information on the fleet's operation;
- a portion of the total fleet maintenance requirements through the operation of the Central Provincial Garage;
- licensing and insurance requirements for fleet vehicles;
- advice to client departments respecting equipment most suited to their needs; and
- costing information to client departments enabling them to make decisions regarding their transportation costs.

The Branch is responsible for the administration of 2,591 vehicles. The fleet is operated on a self-sustaining basis and is cost-recovered through distance rates charged to client departments. The rate differs according to the vehicle type and the department's operating cost. The total distance driven by all fleet vehicles for the year was 77,268,818 kilometers, an average of 29,822 kilometers per vehicle. This total distance represents a 3.6% increase over 1981-82.

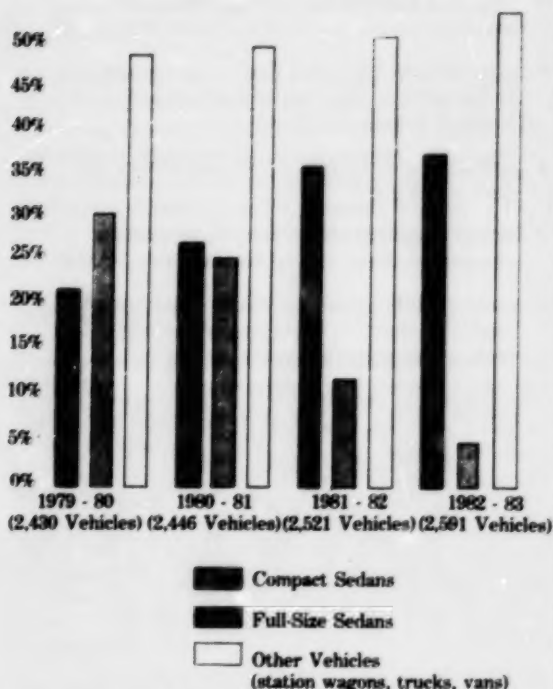
A Fleet Management Information System became operational on April 1, 1982. The new system provides cost data on each vehicle unit and the data base for establishing vehicle use rates by department. With this readily available information, individual department rates are calculated each year and charged to the client department. The new rate is based on the average actual cost for vehicle types by department during the previous year. This enables the Branch to calculate user charges reflective of the actual costs of operating each vehicle. In addition, the new system provides client departments with regular reports on vehicle cost and utilization. This data assists departmental managers in better managing their vehicle assignments and in controlling their vehicle transportation costs.

Figure #4 depicts the increased proportion of compacts in the vehicle fleet. To reduce fuel consumption, the Branch has increased the proportion of compacts by acquiring the smallest and most economic vehicle for the job.

Figure #4

Fleet Vehicles By Type

for the fiscal year ended March 31, 1983
(with comparative figures for the three previous fiscal years)



Purchasing Branch

The Purchasing Branch is the central agency for the commercial acquisition of goods and services for departments. Its responsibilities include: maintaining an impartial competitive bid system; developing product standards and specifications; identifying and cataloguing material; contract expediting; bid evaluation; and consolidating requirements. Branch objectives are fivefold: (1) to provide client departments with an effective level of service when negotiating purchasing contracts; (2) to ensure that each purchasing contract represents a fair and reasonable cost to the Government; (3) to ensure that all qualified suppliers are afforded an opportunity to compete for Provincial Government business; (4) to ensure that Government policy with respect to procurement of goods and services is followed; and (5) to provide information and advice to enable the Government to make purchasing policy decisions.

The Purchasing Branch is divided into five operational components: two purchasing teams are each responsible for acquiring a specific range of commodities; a contracting officer is responsible for assisting client departments in preparing and issuing service-related contracts; a standards group provides clients with specification and material identification services; and a support group provides required recordkeeping and typing services. A satellite operation consisting of a buyer and a clerk also provides Material Distribution Services with purchasing expertise.

During 1982-83, the Purchasing Branch processed 14,400 requisitions containing 80,000 line items of goods and services, and issued 21,400 purchase documents valued at approximately \$96.4 million — an increase of 12% over 1981-82. An additional 45,000 field orders valued at \$8.0 million were monitored by the Branch.

The following events highlighted 1982-83.

- Cabinet approved the implementation of a Buy Manitoba Program to be administered by the Purchasing Branch. The policy authorizes the award of contracts for Manitoba commodities or services at marginally higher prices than those provided from out-of-province. In such cases, the award of contract must be made at the discretion of the Minister responsible and/or Treasury Board and must be in the best interests of Manitoba's economic development.
- In conjunction with the Department of Economic Development & Tourism, the Branch participated in the Institutional Trade Show. A wide variety of out-of-province products were displayed to Manitoba manufacturers with the aim of encouraging the local production of these products.
- Treasury Board approved the Common Material Identification System which is designed to provide a central product identification service in support of all departmental stocked items. Equipment and software were installed in March, 1983, with the new system becoming operational in early 1983-84.
- Branch personnel visited all major rural communities to inform potential suppliers on "How to do Business with the Manitoba Government." Literature was provided to each Chamber of Commerce.
- Turnaround time on customer requisitions averaged 22 calendar days, a decrease of 8% compared to 1981-82.

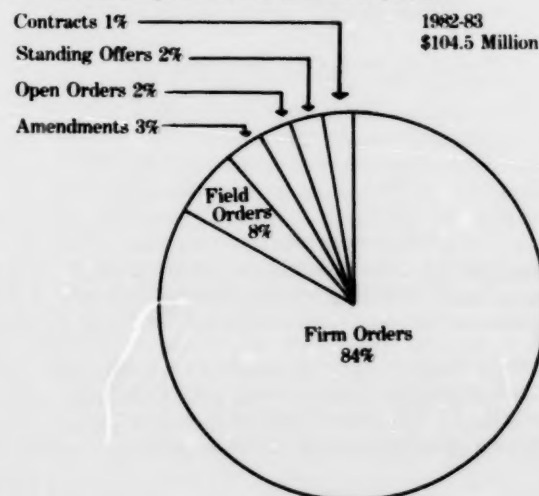
- To measure its quality of service, the Branch circulated a questionnaire to its client departments and agencies. Of the returned questionnaires, 89% were positive about the Branch's service, 11% negative. The Branch investigated the concerns found in the negative replies and then undertook initiatives to improve its quality of service.
- Copies of all Direct Purchase Orders were reviewed to monitor their status and compliance with current regulations. The Branch then notified departments of their respective discrepancies.
- Limits for Direct Purchase Orders were increased to \$500 for competitive bids and \$250 for non-competitive bids. Previously the limits were respectively set at \$250 and \$100.
- New objectives were identified and developed, namely:
 - to increase the number of service and complex contracts processed by the Branch by 25 to 50% over those processed in 1981-82;
 - to carry out a minimum of 20 supplier/liaison visits in major rural centres throughout Manitoba; and
 - to develop an automated purchasing system to increase efficiency in producing purchase documents and compiling statistical data on procurement activities.

Purchasing activity in 1982-83 is portrayed graphically in Figures #5 and #6.

Figure #5

Purchasing Activity By Type of Acquisition

for the fiscal year ended March 31, 1983



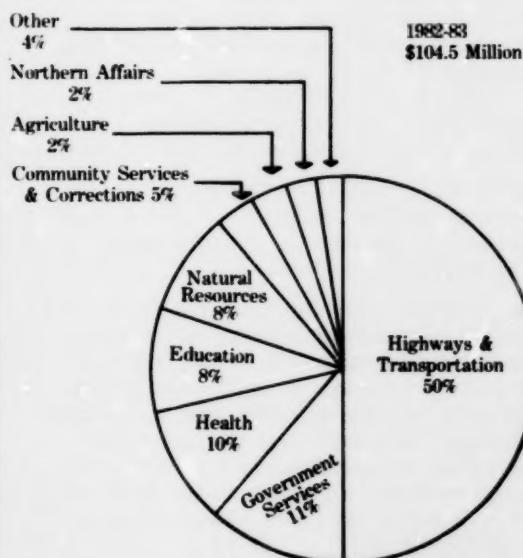
Definitions:

- | | |
|-----------------|--|
| Firm Orders | — purchases resulting from regular requisitions (PS-f-21) forwarded to the Purchasing Branch for tender and award of purchase orders. |
| Field Orders | — purchases resulting from Direct Purchase Orders placed in the field by various departments. |
| Open Orders | — standing agreements negotiated by the Purchasing Branch that enable specific departments to call up supply items as needed. |
| Standing Offers | — agreements issued by the Purchasing Branch based on forecasted annual Government-wide requirements for specific commodities; these agreements enable the release of goods on an as required basis. |
| Amendments | — change orders. |
| Contracts | — formal supply agreements involving complex requirements. |

Figure #6

Purchasing Activity On Behalf Of Departments

for the fiscal year ended March 31, 1983



Supply Services Branch

The Supply Services Branch provides departments with centralized supply and support services involving warehousing, materials supply for commonly required commodities, office equipment, telecommunications, and postal services. The Branch consists of four Sections — Material Distribution Services, Office Equipment Services, Communication Services, and Postal Services.

Material Distribution Services

Material Distribution Services provides material support services for the Department's maintenance and construction program. In addition, it stocks some common-use commodities, such as furniture, janitorial supplies, and clothing, to meet the requirements of other departments. The Section arranges transportation for cartage, office relocation, and pick-up and destruction of surplus records, files, and other papers. Upon request, it redistributes or sells surplus material and equipment. Also upon request, the Section provides consulting services on: warehouse and storage layouts; selection of material handling aids and equipment; inventory control records; disposal of material by tender or auction; and movement of equipment and material.

The primary objective of Material Distribution Services is to provide efficient inventory management of commodities purchased, stored, and issued, while still maintaining a fully responsive support service. In 1982-83, an inventory turnover ratio of four-to-one was maintained. Moreover, a 90% same-day fill rate for material demands of all stocked items was achieved with the exception of clothing. Also during the year the collection of consumption data on clothing was completed. This information will enable the Section to develop an improved system to expedite the processing of clothing orders. The Section's ultimate objective is to process clothing orders throughout the year rather than semi-annually.

In 1982-83, 604 square meters of storage space were used to store material for various client departments. The Section arranged for 312 office moves.

Material Distribution Services arranged for the interdepartmental redistribution of surplus material assets with a replacement value of \$381,700. The Section, in conjunction with the Central Vehicle Services Branch, also arranged the sale of surplus fleet vehicles and other assets from departments, realizing \$473,600 in general revenue. In addition, school buses were sold on behalf of the Public Schools Finance Board for \$142,200.

Office Equipment Services

Office Equipment Services is responsible for supplying and servicing office equipment and machines used by Government. Machines are categorized into classes and rented at a monthly rate which includes all replacement, maintenance, and overhead costs. As of March 31, 1982, the inventory of office machines was 15,200 pieces, consisting of adders, calculators, multipliers, dictators, transcribers, tape

recorders, and typewriters. In addition, audio-visual equipment not associated with the rental program, such as overhead projectors, transparency makers, and movie projectors, is available for training purposes on short-term loan to client departments.

A new approach to reducing copying costs was implemented this year. Standing offers were awarded to all vendors meeting the Manitoba Government's terms and conditions, generally resulting in a reduction in per copy cost. Copiers and related equipment requirements were continually evaluated to reduce total copying costs and to ensure adequate copier placement, replacement, and usage. The net saving to the Government by replacing expensive copiers with less expensive ones using the cost per copy criterion will be approximately \$170.0 annually.

Machine servicing and repair were carried out by seven "in-house" business machine technicians from Office Equipment Services and through contractual arrangements with the private sector. During 1982-83, the Section arranged 4,881 commercial contract repair calls, 4,002 in-house repair calls, and 4,364 in-house shop repairs. Office Equipment Services continued to emphasize equipment standardization to achieve economies of scale — especially in the initial purchase of machines and subsequent bulk purchasing of maintenance and service contracts.

Office Equipment Services offers consultative services on machine evaluation and selection, as well as on removal and re-assignment of surplus rental equipment. The Section also evaluates and makes recommendations to Treasury Board on new office machines within the rental program. During the year electronic typewriters were made available with highly advanced features such as automatic centering, carrier return, column layouts, proportional spacing, one-line display, removable storage, and unlimited editing.

Communication Services

Communication Services is responsible for the administrative management of telecommunications within the Provincial Government. This includes co-ordinating requisitions for the installation, relocation, and removal of telecommunication services, evaluating requirements, providing technical support, maintaining service standards, and managing long-distance telephone facilities.

Communication Services conducts a variety of activities, some of which are: negotiating on behalf of client departments for supply and service requirements with the Manitoba

Telephone System (M.T.S.) and with other related telecommunication suppliers; arranging schedules for service dates; and subscribing to centralized volume purchasing of toll network services, such as W.A.T.S. The Section analyzes and evaluates long-distance facilities to ensure their effectiveness and efficiency and later recommends how these services may be improved.

The Section was extensively involved in developing procedures for the installation of Centrex telephone services for the Manitoba Government's use in Winnipeg. Centrex is a computerized system capable of integrating voice, data, text, and high-speed facsimile within a unified communication operation. The new system will become partially operational in 1983-84. When fully operational in 1984-85, the new system will: reduce present duplication of separate voice data networks; and automatically route telephone calls through the most cost-effective network, D.D.D. or W.A.T.S.

Communication Services issued 1,319 supply orders in response to requests for telecommunication service. In addition, 660 on-site visits were made to review and analyze telecommunication system requirements. The total W.A.T.S. expenditure was \$667,500. The use of this service rather than Direct Distance Dialing saved the Manitoba Government in excess of \$305,400.

The Section revised the Government of Manitoba listing for incorporation in the blue-page section of the M.T.S. Winnipeg directory. To assist the general public, Government programs and services were listed alphabetically by their functional names. The new functional listing is included in the 1983-84 Winnipeg directory. In conjunction with Translation Services, the Section also prepared a Government of Manitoba bilingual listing for the blue-page section of the M.T.S. Winnipeg and Provincial telephone directories. The new bilingual listing is included in the 1983-84 directories.

A toll-free telephone service was made available to the rural general public for contacting their Members of the Legislative Assembly in their Winnipeg offices.

Postal Services

Postal Services is responsible for the administration and distribution of Government mail and the acquisition of related postal equipment. Postal Services staff are located at 200 Vaughan Street, the central mail facility of the Government, and at other major Government buildings in Winnipeg and throughout the Province. Services involve sorting, weighing, metering, delivery and pick-

up of Provincial Government mail in Winnipeg.

During 1982-83, Postal Services sorted and distributed 2.8 million pieces of inter-departmental mail in Winnipeg. The average pick-up and delivery cost for each piece was 03.3¢. If the Canada Post Corporation had provided this service, the average cost would have been 38.3¢, a twelve-fold increase. The total postal expenditure incurred by the Department of Government Services was \$3,272,000, a 65% increase over the previous fiscal year. This additional expenditure occurred primarily because of higher postal charges by Canada Post and a 15% increase in the metered mail volume dispatched through the Federal postal service.

Postal Services provides consulting services to Government departments on mail preparation and handling and ensures that mail is processed, received, and dispatched according to Government of Canada postal regulations. Postal Services also develops mail guidelines, standards, and procedures, and evaluates mail handling requirements for various Government programs.

Project Services Division

The Project Services Division provides planning, project management, acquisition, and design expertise in support of the Department's property management services. The Division consists of three Branches — Land Acquisition, Design Services, and Project Management. The accountabilities, accomplishments, and initiatives of each Branch in 1982-83 follow.

Land Acquisition Branch

The Land Acquisition Branch is the central agency responsible for the appraisal and acquisition of real property for all departments and most Government agencies. The Branch is also responsible for disposing of surplus improvements and land. Sub-offices are located in Brandon and Dauphin to process Western Manitoba requirements.

In 1982-83, 785 property agreements were negotiated and a small amount of property was acquired through expropriation. These agreements involved the purchase of 1,841 hectares for \$2,927,922. Since its creation in July, 1965, the Branch has acquired 114,683 hectares, negotiated 20,232 agreements, and paid out \$72,973,000 for land acquisition excluding expropriations.

During the year, the Branch negotiated land purchase agreements for highways, water control, and urban development purposes. In particular, it dedicated considerable time to two

land acquisition projects: one for the twinning of P.T.H. #75 south of St. Norbert; the other for the Winnipeg Core Area Redevelopment Plan involving property on Portage Avenue, Logan Avenue, the Canadian National Railway East Yards, and the new Air Canada Administrative Centre. As of March 31, 1983, the Core Area Projects involved approximately 222 owners, with approximately \$13,380,000 being paid in compensation. The Branch also undertook to dispose of approximately 705 kilometers of abandoned railway right-of-way, the Province having acquired the right-of-way by agreement with the respective railway companies and the Government of Canada.

Design Services Branch

The Design Services Branch is a multi-disciplinary design agency. It provides in-house professional and technical services for programming, design, construction, and occupancy of new and existing Government-owned or leased accommodation. The Branch is structured into six Sections — Architecture, Civil Engineering, Electrical Engineering, Mechanical Engineering, Structural Engineering, and Interior Design. Because project design requirements are generally multi-disciplinary, the activities of these Sections are highly interrelated and interdependent.

Branch activity is managed and directed on an assigned project basis. Most projects are carried out in conjunction with the Project Management Branch, a lesser amount with the Field Services Division, and a limited amount wholly by Design Services itself. The Branch generally carries out smaller design projects, while private consultants traditionally are commissioned to complete the major ones. In 1982-83, Design Services completed 224 multi-disciplinary projects, 81 sign projects, and 155 furniture-only projects.

Within its activities, the Branch placed priority on: the refinement of project cost estimating and recording; the use of word processing for master building specification data; and the use of microfilming for the storage of records.

Under the co-ordination of the Interior Design Section, the Provincial Art Program continued to encourage, purchase, and expose the work of Manitoba artists and artisans. The Program provided advisory assistance: in several art competitions held by various Provincial Government agencies; in the development of an art competition for the New Law Courts Building; in the development of an art selection program for Assiniboine Community College; and in 525 placements of fine art and 280 placements of decorative art throughout Manitoba.

Project Management Branch

There are four Sections in the Project Management Branch: Project Management, Space Planning & Property Acquisition, Project Control, and Contract Administration. The Branch's objectives are threefold:

- to provide general management over projects from their inception to completion within time, financial, and program constraints;
- to ensure the optimum utilization of all Government-owned and leased accommodation; and
- to co-ordinate all project-related activities.

Project Management

Project Management is responsible for planning, organizing, co-ordinating, scheduling, and controlling work activities related to client projects. During 1982-83, the Section managed 343 projects. The following major projects were either completed or under construction during the fiscal year.

• 1075 Portage Avenue — Renovations

A major renovation project was carried out on three stories, with their interiors upgraded to include such features as coffered ceilings and carpeted floors. Plans for the renovation placed a high priority on energy conservation. Accordingly, new lighting and air conditioning systems were installed, together with a new electrical load controller regulated by a microprocessor. The project commenced on December 29, 1980, and was completed on March 31, 1983.

Contractor:	Department of Government Services
Contract Amount:	\$1,746,000
Total Project Cost:	\$1,885,700.

• Manitoba School For The Deaf — Upgrading

Buildings were upgraded, with emphasis on complying with the current Manitoba Building and Fire Codes. Architectural, mechanical, and electrical modifications were made for the special needs of the School's residents. For example, newly installed smoke detectors and a fire alarm system can activate bed vibrators and strobe light warning devices. The project commenced on June 25, 1982 and was completed on December 31, 1982.

Contractor:	Kelsey Construction Company Limited
Contract Amount:	\$ 900,364
Total Project Cost:	\$1,322,364.

- **Ebb and Flow — Hillridge School and Teacherages**

The new Hillridge School was constructed to provide educational facilities from kindergarten to Grade 12. It was built to accommodate 14 classrooms, a gymnasium, a lunch room, and specially equipped rooms for art, home economics, science, and shops. Seven teacherages and a water supply and sewage disposal system were included in the project.

Construction commenced in September, 1981, with the facility being operational by February 1983.

Contractor for School and Teacherages:	Taubensee Construction Co. Ltd.
Contract Amount:	\$3,188.00

Contractor for Outside Services:	Arnason Industries Limited
Contract Amount:	\$ 319,924

Total Project Cost for School, Teacherages and Outside Services:	\$4,331,596.
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- **Winnipeg — New Law Courts Building**

In January 1983, construction began on the New Law Courts Building at York Avenue and Kennedy Street in Winnipeg. This is one of the largest single building projects to be undertaken by the Province in recent years. The new building, scheduled for completion in early 1985, will provide 20 courtrooms and other court facilities to expedite the processing of court cases. The total project cost for construction is estimated at \$20,965,000 with Kraft Construction as the contractor.

- **Dauphin — Courthouse and Correctional Institution**

In September, 1982, renovations and fire safety upgrading were commenced at the Dauphin Courthouse and adjacent correctional institution. This project is scheduled for completion in August, 1983, with a total project cost estimated at \$1,305,700 and T.R. Construction as the contractor.

- **Winnipeg — Seven Oaks Centre for Youth**

Renovations and fire safety upgrading began in February, 1983, at the Seven Oaks Centre for Youth in Winnipeg. The project is scheduled for completion in January, 1984, with a total project cost estimated at \$976,500 and Malcolm Construction as the contractor.

Space Planning & Property Acquisition

Space Planning & Property Acquisition has two staff components — Space Planning and Property Acquisition. Space Planning's services include: defining the immediate and long-term accommodation requirements of client departments; evaluating the functional suitability of existing or proposed premises; allocating space for minimum surplus vacancy; and maintaining an inventory of all leased and owned accommodation. Property Acquisition's services include identifying, negotiating, and documenting new or existing leased properties required by client departments.

During 1982-83, Property Acquisition prepared 123 submissions for the acquisition or renewal of leased accommodation. Planning Consultants assisted Property Acquisition in program definition for 80 accommodation projects involving Government-leased or owned buildings. During the year, the Department allocated approximately .16 million square meters in building and land rentals. Figure #7 provides a departmental breakdown of this data.

Figure #7

Leased Accommodation On Behalf Of Departments

as at March 31, 1982

Occupant Client Department	Total Lease Area (Square meters)	Estimated Total Annual Value
01 Legislation	136.66 m ²	\$ 21,286
03 Agriculture	6,397.89 (1)	407,969
04 Attorney-General	4,716.09	426,659
05 Consumer & Corporate Affairs	1,617.06	194,578
06 Co-operative Development	34.19	1,336
07 Finance	478.45	69,267
08 Government Services	9,488.42 (2)	442,912
09 Community Services & Corrections	22,957.77	1,696,148
10 Economic Development & Tourism	3,799.91	478,122
11 Labour & Employment Services	3,709.56	285,831
12 Natural Resources	19,323.85 (3)	1,404,605
13 Municipal Affairs	1,430.52	141,392
14 Cultural Affairs & Historical Resources	4,719.43	395,299
15 Highways & Transportation	61,036.69 (4)	984,821
16 Education	4,910.70	403,829
17 Civil Service Commission	2,674.43	314,489
19 Northern Affairs, Environment and Workplace Safety & Health	2,120.41	258,738
20 Urban Affairs	282.89	31,586
21 Health	4,092.48	320,762
22 Crown Investments	435.25 (5)	51,519
23 Energy & Mines	5,480.12	393,084
24 Fitness, Recreation, & Sport	1,300.84	135,208
27 Government Agencies	220.63	8,621
30 Not Assigned	813.82	81,413
TOTALS	<u>162,178.06</u> m²	<u>8,949,474</u>

(1) Includes 882.55 m² of land rentals.(2) Includes 3,455.88 m² of land rentals.(3) Includes 613.16 m² of land rentals.(4) Includes 49,154.58 m² of land rentals.(5) Includes 111.48 m² of land rentals.

Project Control

Project Control is responsible for providing and maintaining a project cost and commitment system and for maintaining rental accommodation records. During 1982-83, the Section processed 1,222 Requests For Service. Figure #8 depicts acquisition/construction expenditures on behalf of departments during 1982-83 as compiled by Project Control.

Contract Administration

Contract Administration's services include tendering construction work, preparing construction contracts, processing change orders and progress payments, preparing professional and technical service contracts, processing consultant fee payments, and attending to bonding and insurance requirements for the construction program. Figures #9 and #10 depict consultants and contractors used for acquisition/construction projects in 1982-83. Appendix "B" lists projects tendered during the fiscal year.

Figure #8

Acquisition/ Construction On Behalf Of Departments

for the fiscal year ended March 31, 1983

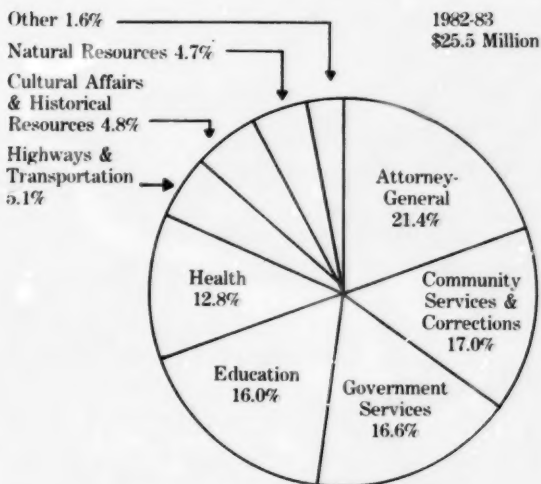


Figure #9

Fee Payments To Building Construction Consultants

for the fiscal year ended March 31, 1983

Name of Firm	Payments (\$000)
Calnitsky Heshka Associates	\$ 19
G.H. Currie & Associates Ltd.	27
M.M. Dillon Limited	6
E.J. Faraci & Associates Ltd.	4
GBR Associates	216*
G. Geremia, Architect	10*
Haid Jesson Associates	49*
Hilderman Witty Crosby Hanna & Associates	4
IKOY Partnership	215*
Peter Langes & Associates, Architects	256*
MMP	9
Macdonald Cockburn	
Mcfetters/Architects	31*
National Testing Laboratories Ltd.	2
Number Ten Architectural Group	444*
Penner & Keeler Partners Limited	3
Plotkin and Buchwald	54*
The Prairie Partnership	12
Presentation Design	4
Pro-Plan Construction Services Ltd.	4
Reid Crowther Partners	6
Boyle F. Schaeffer	25*
Scouten Mitchell Sigurdson	30
Smith Carter Partners	4
Stechesen Katz, Architects	3
Stephens, Jones Design Consultants	14
Underwood McLellan Ltd.	16
W.L. Wardrop & Associates Ltd.	20
TOTAL	\$1,486

* The fee payment includes a substantial amount for disbursement to sub-consultants.

Figure #10

Payments To Construction Contractors

for the fiscal year ended March 31, 1983

Name of Firm	Payments (\$000)*
Accurate Glass Ltd.	\$ 54
Advance Roofing (1971) Ltd.	133
Air Flow Industries Ltd.	229
Air Movement & Mechanical Services Ltd.	15
Arnason Industries Ltd.	121
Borger Industries Ltd.	5
Brandon Heating & Plumbing (1972) Ltd.	3
C. & C. Construction Ltd.	10
Camco-Redboine (1979) Ltd.	137
Gil Chaput Construction	108
Wm. Clark Interiors Ltd.	39
Crystall Builders (Man.) Ltd.	175
Custom Asphalt Paving Ltd.	69
Dineen Construction Ltd.	53
Dytru Construction	80
Ellwood-McRorie Ltd.	26
Ernie's Electric	3
Exel Elevators Ltd.	13
Fisher Enterprises	18
Fleming Pedlar Ltd.	14
Hansen Construction Ltd.	38
E.C. Higgins & Sons Ltd.	4
I.V.C. Limited	19
LaFurlane Pre-Cast Ltd.	33
Kelsey Construction Co. Ltd.	719
Kraft Construction Co. (1978) Ltd.	510
Kummen-Shipman Ltd.	69
Mac's Rentals Ltd.	4
Malcom Construction Limited	140
Maple Leaf Construction (1978) Ltd.	4
V.K. Mason Construction Ltd.	49
McCaine Electric (1979) Ltd.	120
Midway Sales (1979) Ltd.	167
Minish Construction Ltd.	59
Niakwa Construction Ltd.	55
Oakwood Roofing	46
PCL Construction Ltd.	194
Pasquia Painting	7
Power Ventilation Canada Ltd.	264
Rakowski Cartage & Wrecking Ltd.	6
Randall Plumbing & Heating Ltd.	63
Sandor Construction Ltd.	62
Frank E. Simmons Ltd.	185
Subterranean (Winnipeg) Ltd.	189
T.R. Construction Ltd.	498
Taubensee Construction Co. Ltd.	1,894
Trident Construction Ltd.	872
Valour Decorating Ltd.	31
Western Asbestos Ltd.	15
Western Cabinet & Interior Ltd.	1
Zenith Paving Ltd.	22
TOTAL	\$7,644

* The list includes only contracts and payments reported by the Contract Administration Section of the Project Management Branch. Other payments, such as from short-form contracts and those relative to Construction Orders, are excluded.

Field Services Division

The Field Services Division provides construction, technical, maintenance, and operations functions pertaining to the Department's property management services. The Division consists of five Branches — Physical Plant, Energy Management & Technical Services, Support Services, Construction Services, and Gimli Industrial Park. The accountabilities, accomplishments, and initiatives of each Branch in 1982-83 follow.

Physical Plant Branch

The Physical Plant Branch is responsible for operating and maintaining Government-owned and leased properties throughout Manitoba. The Branch provides this service in four Districts. More specifically, the Branch operates and maintains Government-owned buildings including offices, greenhouses, community colleges, and other institutions. As of March 31, 1983, 570 staff, assisted by private contractors, serviced approximately 650,000 square meters of building area. In addition, the Branch provides planning, maintenance, and snow removal for Government-owned grounds.

Physical Plant Branch highlights during 1982-83 included:

- implementation and support of energy conservation programs for several buildings as recommended by the Energy Management & Technical Services Branch;
- increased emphasis in developing managerial and technical skills of Building Managers to enhance their level of performance and efficiency;
- continued decentralization of operational management to increase the initiative and accountability of District and Building management levels; and
- support and implementation of the Workplace Safety & Health Program, particularly in major offices and institutions.

Energy Management & Technical Services Branch

The Energy Management & Technical Services Branch provides professional and technical support to District Maintenance Superintendents, Zone Managers, and Building Managers involved in the Physical Plant Program. This support includes technical advice and supervision relating to energy conservation, operational techniques, system maintenance, and life safety in Government-owned and leased accommodations.

The Branch continued its aggressive Energy Management Program which began in December, 1980. In 1982-83, the Branch achieved its objective of reducing energy consumption by approximately 22% for a three-year period resulting in an estimated cost-avoidance of \$1.2 million. As in previous years, the Branch, with the co-operation of the Manitoba Government Employees Association and building operations staff, implemented proven and continued energy conservation measures. These measures included:

- limiting building temperature to 18-21°C during the winter season and 25-29°C during the summer;
- reducing building domestic hot water temperature to 38°C;
- reducing lighting levels and using higher intensity task lighting where required;
- reducing exhaust air, thereby minimizing energy expended in the conditioning of make-up air;
- modifying janitorial schedules to allow day cleaning, thus reducing the amount of time that lighting and ventilation are required and improving productivity; and
- cycling parking lot plug receptacles during the cold periods of the year when they are energized.

The Branch expanded its efforts to include innovative conservation measures, such as:

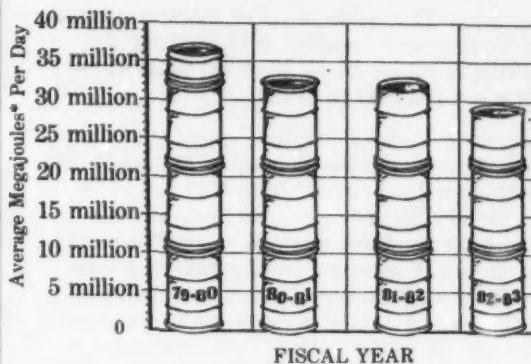
- installation of micro-electronic equipment to improve heating plant efficiency;
- development of a low-cost window insulation panel to decrease operating expenditures during winter and summer; and
- utilization of solid-state building automation systems which are technically very efficient and responsive in controlling the climate of buildings. The new systems maximize the comfort of building occupants while reducing operational costs.

Figure #11 depicts the reduction in energy consumption during the past four years.

Figure #11

Energy Consumption Chart

(Includes 49 Government-owned Buildings)
For The Fiscal Year Ended March 31, 1983
With Comparative Figures For The Previous
Three Calendar Years



* MEGAJOULE

— a unit of energy encompassing all forms of energy consumed, including gas, oil, and electricity.

Support Services Branch

The Support Services Branch provides centralized support services to all Field Services Branches. The Branch consists of four Sections — Administrative Co-ordination, Security & Parking Services, Employee Housing, and Contract Services.

Administrative Co-ordination

Administrative Co-ordination, located within the headquarters area of Field Services, provides secretarial and clerical services to management and headquarters-based programs. The Section also co-ordinates budgeting, estimating, financial reporting, personnel administration, and policy activities for field operations. During 1982-83, the Section became responsible for providing automated accounting services, which includes managing the computer centre at 1700 Portage Avenue and developing software programs for various Departmental programs.

Security & Parking Services

Security & Parking Services provides security and protection for all Government properties, together with assignment and enforcement for all major parking facilities. A Cabinet directive, dated January 30, 1982, authorized the

Department to replace private security arrangements with Government-hired security personnel. Acting on this directive, nine of fourteen private security contracts were terminated and plans were made to terminate an additional three.

The demand on available parking facilities in the Legislative Core area remained high, especially with the construction of the New Law Courts Building. Amendments to The Summary Conviction Act enabled Security & Parking Services to design and issue new Parking Offence Notices printed in both official languages. The collection of all fines relating to the Notices was transferred to Security & Parking Services; those involving pleas of not guilty are referred to Court.

Security & Parking Services operates a Tour Guide Program in the Legislative Building using six student Tour Guides from May to September. Security personnel provide this service for the balance of the year. The service has been well accepted by the general public and is listed in all travel brochures circulated by the Department of Economic Development & Tourism. In 1982-83, 109,457 visitors were escorted through the Building, an increase of 10% over the previous year.

Employee Housing

The Employee Housing Program provides for the management and maintenance of Government employee housing. The Program operated and maintained 120 housing units throughout Manitoba. Eight units were disposed of owing to alternative accommodation being available from the private sector or changes in client program requirements. Eleven units were classified as nursing stations and subsequently transferred to the Physical Plant Branch. In addition to the provision of preventive and minor maintenance during 1982-83, a major upgrading was carried out on twenty units involving reroofing, recladding, and upgrading of insulation to improve finishes, comfort levels, and to reduce energy loss.

Contract Services

Contract Services is responsible for: preparing contract documents and specifications; public tendering, analysis, and implementation; and regularly reviewing all maintenance service contracts. Services provided by private contractors to Government-owned and leased buildings include janitorial duty, elevator maintenance, refuse removal, window cleaning, pest control, maintenance of air refrigeration systems, catering, and maintenance of fire alarm systems and extinguishers. Government policy was implemented to replace janitorial contracted arrangements with civil service staff

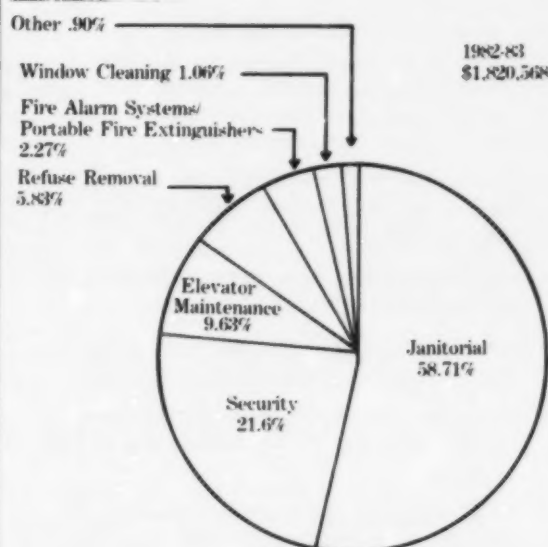
to provide janitorial services at major Government-owned buildings in Winnipeg and Brandon. Appendix "C" lists all service contracts tendered during 1982-83.

In 1982-83, the total expenditure for contract services was \$1,820,568. This figure includes \$253,764 for janitorial services at 59 leased locations. A breakdown by type of contract is shown in Figure #12.

Figure #12

Service Contract Expenditures

for the fiscal year ended March 31, 1983



Construction Services Branch

The Construction Services Branch provides construction, maintenance, renovation, millwork, electrical work, painting, and furniture repair for Government-owned and leased accommodations, as well as employee housing. The Branch acts as general contractor in renovation, maintenance, and alteration work at locations where general contractors are not available, where the scope of work cannot be accurately detailed, or where it is of an emergency nature. Where possible, sub-trade work is contracted to local contractors and local labour is employed. During 1982-83, an average of 35% of each work project was contracted out to sub-trades. During the fiscal year, 694 projects were undertaken and approximately 1,000 work orders with 630 chargebacks completed.

Gimli Industrial Park

Responsibility for the 616 hectare Gimli Industrial Park was assumed by the Manitoba Government in September, 1971 and assigned to the Department of Government Services in 1975. The Department is currently responsible for maintaining and operating this multi-purpose facility, including 72 buildings, 194 housing units in adjoining Aspen Park, a 2,072 meter serviceable runway, Canadian National Railways Training School, recreation centre, automobile racetrack, wells, water treatment plant, watermains, sewage treatment plant, two heating plants, and an underground steam distribution system. As of March 31, 1983, 52.4% of the housing units were occupied.

The Gimli Industrial Park Authority, comprised of the Executive Director of Field Services, Park Manager, and a representative of the Department of Economic Development & Tourism, advises the Minister on various aspects of the Park's operation. An Advisory Committee, made up of local business people, advise the Manager on matters affecting the local community. A list of Park tenants as of March 31, 1983, is contained in Appendix "D".

Appendices

APPENDIX "A" — Land Value Appraisal Commission
Annual Report

APPENDIX "B" — Projects Tendered

APPENDIX "C" — Service Contracts Tendered

APPENDIX "D" — Gimli Industrial Park Tenants

LAND VALUE APPRAISAL COMMISSION
12th FLOOR, IMPERIAL BROADWAY TOWER
363 Broadway
Winnipeg, Manitoba R3C 3N9

APPENDIX "A"

December 15, 1983.

The Honourable A.R. (Pete) Adam,
Minister of Government Services,
Room 141, Legislative Building,
Winnipeg, Manitoba. R3C 0V8

Mr. Minister:

On behalf of the Commission, I am pleased to submit to you the report of the Land Value Commission for the year ended March 31, 1983.

Public Hearings were held weekly in the Woodsworth Building, 405 Broadway, Winnipeg. Out-of-town Public Hearings were held at a time and place requested by the owner or the acquiring authority. In addition, the Commission met to inspect property, deliberate on evidence given at Public Hearings, and make decisions. The following is a summary for the period April 1, 1982, to March 31, 1983:

	Hearing & Meetings	Properties
Winnipeg	88	271
Boissevain	1	1
Dauphin	1	3
Elm Creek	1	1
Grandview	1	2
Langruth	1	1
Plum Coulee	1	1
Portage la Prairie	1	1
Swan River	1	2
	96	283

The Commission held Public Hearings in connection with land being acquired by the Land Acquisition Branch for the Departments of Highways & Transportation, Government Services, Natural Resources, Urban Affairs, Education, Agriculture, Northern Affairs, and Economic Development & Tourism, and in connection with land acquired by the Manitoba Housing & Renewal Corporation, Manitoba Arc Authority, Manitoba Public Insurance Corporation, and the City of Winnipeg.

There were 89 owners present at Public Hearings and 70 owners were represented by counsel. A total of 283 properties were considered and 278 certificates of compensation issued. There were two Department of Highways & Transportation, two Department of Urban Affairs, and three City of Winnipeg expropriation cases which required more than one sitting to hear all the evidence presented.

The Director of the Land Acquisition Branch is empowered to accept agreements on which settlements of less than \$5,000.00 are reached with the owners. The Commission briefly reviewed these files each week to keep fully informed of all acquisitions. There were a total of 663 properties covered in this category.

It is frequently difficult to reconcile differences between the acquiring authority and the owner. The Commission has endeavoured to render fair judgments of value in these cases. Any doubt is usually resolved in favor of the property owner.

The Commission appreciated the cordial relationship which exists with Mr. deZeeuw and the staff of the Land Acquisition Branch. Mr. Krutish and his staff have discharged their duties efficiently.

My colleagues, Vice-Chairperson, G. Kost, Messrs. Milner, Lamoureux, Sterling, and Ateah have been conscientious and co-operative in their duties as Commission members. Equal recognition is warranted regarding Messrs. Cassels, Henderson, and Krutish, and Ms. Unruh who were succeeded by new members in July, 1982.

All of which is respectfully submitted,

Cameron Harvey

Cameron Harvey
Chairman

Projects Tendered Valued at \$25,000 and Over (1)

APPENDIX "B"

for the fiscal year ended March 31, 1983

* Indicates Award of Contract

Manitoba School for Deaf — Building and Fire Code Upgrading

* Kelsey Construction	\$ 900,364.00
Bird Construction	912,851.00
Crystal Builders	915,400.00
Dineen Construction	924,922.00
Trident Construction	925,000.00
Sandor Construction	929,285.00
Westland Construction	944,125.00
Malcom Construction	952,183.00
Gateway Construction	959,501.00
K & S Builders	1,062,971.00
Newklas Construction	1,128,748.00
W.W. Construction	1,130,916.00

Manitoba School for Retardates (Portage la Prairie) — Addition to Trades Building

* Crystal Builders	165,110.00
Ellwood-McRorie	168,963.00
John Van Ginkel	169,369.00
Malcom Construction	175,457.00
Kelsey Construction	176,927.00
Dineen Construction	179,900.00
Gateway Construction	181,890.00
Westland Construction	189,490.00

Dauphin Courthouse and Correctional Institution — Upgrading and Renovations

* T.R. Construction	1,204,000.00
Gateway Construction	1,220,796.00
Dineen Construction	1,222,480.00
McMunn & Yeates	1,228,500.00
Bird Construction	1,237,584.00
Delta Construction	1,251,707.00
Westland Construction	1,256,587.00
Kelsey Construction	1,261,869.00
Kraft Construction	1,262,000.00
V.K. Mason Construction	1,283,600.00

Manitoba School for Retardates (Portage la Prairie) — Window Alterations to Southgrove Building (West Wing)

Derksen Industries (Bid disqualified — non-compliance with specifications)	56,302.00
* Sandor Construction	62,700.00
Ellwood McRorie	62,913.00
Kelsey Construction	62,985.00
Westland Construction	68,832.00
Crystal Builders	81,969.00

Government House — Basement and Foundation Restoration

* Subterranean (Winnipeg) Ltd.	182,777.00
Westland Construction	188,437.00
V.K. Mason Construction	190,900.00
Tyndall Development	193,680.00
Horstman Piling Contractors	205,000.00

(1) The projects tendered in this Appendix include both long-form and short-form contracts.

APPENDIX "B"

Hadath and Pele Construction	\$ 214,000.00
Sandor Construction	220,000.00
New Law Courts Building — Phase 1 — Relocation of Services	
* Frank E. Simmons	220,632.00
V.K. Mason Construction	228,800.00
Kamtar Construction	236,567.00
Randall Plumbing and Heating	239,240.00
Sandor Construction	242,950.00
Comstock International	249,201.00
Madsen Enterprises	257,116.00
Abco Supply and Services	299,077.00
New Law Courts Building — Construction	
* Kraft Construction	15,470,000.00
Bird Construction	15,608,664.00
PCL Construction	16,026,333.00
W.W. Construction	16,088,303.00
V.K. Mason Construction	16,360,000.00
Dominion Construction	16,565,000.00
Dineen Construction	16,697,000.00
Seven Oaks Youth Centre — Building and Fire Code Upgrading	
* Malcom Construction	815,907.00
Bird Construction	817,276.00
K & S Builders	823,542.00
Modular Plan Design	830,000.00
Gateway Construction	831,031.00
Kelsey Construction	842,203.00
Westland Construction	844,670.00
Hadath and Pele Construction	854,863.00
Wm. Dyck and Sons	857,550.00
Dineen Construction	868,584.00
Dauphin Highways Complex Washroom and Lunchroom — Addition	
* McMunn and Yates	125,000.00
T.R. Construction	125,500.00
Central Canadian Structures	126,314.00
Gaiser Builders	130,712.00
Kelsey Construction	132,535.00
F.W. Sawatzky Construction	143,480.00
Headingley Correctional Institution — Renovations to Administrative Block and New Medical Block	
* Modular Plan Design	227,727.00
Hadath and Pele Construction	231,583.00
Westland Construction	234,559.00
Bird Construction	237,264.00
Malcom Construction	242,157.00
Kelsey Construction	242,660.00
V.K. Mason Construction	242,900.00
Dineen Construction	249,419.00
CTG Construction	249,990.00
Ellwood McRorie	252,964.00
Central Canadian Structures	263,995.00
Sandor Construction	289,500.00
Thompson Office Building — Renovations	
* LaFurlane Pre-Cast	33,016.80

APPENDIX "B"

Malcom Construction	\$ 34,545.00
Landers Construction	47,843.00
Manitoba School for Retardates (Portage la Prairie)	
— Fire Code Upgrading	
* Custom Asphalt Paving	63,465.60
Borger Industries	109,942.00
Red River Community College — Re-roofing Power House	
* Midway Sales	68,786.00
Master Roofing	72,584.00
Aetna Roofing	80,058.00
Advance Roofing	88,840.00
Thompson Office Building — Re-roofing	
* Midway Sales	97,697.00
Transcona Roofing	109,500.00
Master Roofing	144,614.00
Gimli Industrial Park — Re-roofing of Building #19	
* Oakwood Roofing	45,400.00
Advance Roofing	46,810.00
Midway Sales	46,976.00
Master Roofing	47,184.00
Aetna Roofing	51,237.00
Flynn & Associates	56,700.00
New House at Snow Lake	
* Dytru Construction	75,800.00
Bradford	91,814.00
C.T. Loewen & Sons	93,030.00
H.P. Friesen	94,700.00
New House at West Hawk Lake	
* Gil Chaput	56,500.00
St. Leon Co-op	61,933.00
H.P. Friesen	67,750.00
A. Young	70,789.00
C.T. Loewen & Sons	73,400.00
Bradford	76,358.00
Lechman Agencies	226,000.00
New House at Lundar	
* Gil Chaput	56,500.00
St. Leon Co-op	59,975.00
Bradford	70,973.00
H.P. Friesen	72,670.00
C.T. Loewen & Sons	75,675.00
Pre-engineered Building (Thompson) — New Construction	
* Minish Construction	58,840.00
Malcom Construction	59,931.00
Central Canadian Structures	59,996.00
Widespan	65,119.00
Gaiser Builders	77,338.00

APPENDIX "B"

Manitoba School for Retardates (Portage la Prairie) — Replacing of Southgrove Flooring

* Ellwood McRorie	\$ 26,369.00
Bachalo Enterprises	44,986.00

Portage la Prairie Courthouse — Soffit & Eaves Repairs

* Hansen Construction	41,255.00
Dineen Construction	53,250.00
Ellwood McRorie	53,533.00
Har-Kal Construction	66,500.00

Legislative Building — Ventilation and Duct Insulation

* Camco-Redboine	50,381.00
I.V.C. Ltd.	50,855.00
Power Ventilation	56,742.00
Air Flow Industries	57,111.00

1181 Portage Avenue — Replacing Floor Covering on Third Floor

* Locker Flooring	27,853.00
Western Asbestos	28,433.00
Carpet Loft	28,704.85
Provincial Floorcraft	28,760.00
Anchor Contracts	28,800.00
Exclusive Carpets	28,890.00
Century Flooring	29,550.00
Curtis Carpet	30,444.00
Karpet Gallery	32,409.00
John Samus Flooring	33,565.00

Brandon Mental Health Centre — Installation of Deaerator & Surge Tank

* ABCO Service & Supply	31,768.00
Cornell Bros.	57,231.00

Government of Manitoba Field Laboratory and Warehouse (Thompson) — Interior Construction

* La Furlane Pre-cast	52,433.00
Thyssen Mining	54,356.00
Malcom Construction	54,535.00

Law Courts Building (Winnipeg) — Window Replacement

* Accurate Glass	67,928.00
Dominion Bronze	103,493.00

Boissevaine Land Titles Building — Upgrading Heating System

* B & D Pl. & Htg.	28,840.00
Fast Pl. & Htg.	32,804.00
Cornell Bros.	33,429.00
Brandon Htg. & Pl.	34,679.00
Static Electric	42,501.00

Dauphin Land Titles Building — Renovations

* T.R. Construction	53,137.00
McMunn and Yates	54,250.00
Gaiser Builders	60,200.00
Westland Construction	62,456.00
Universal Woodwork	66,800.00

APPENDIX "B"

Kelsey Construction	\$ 66,902.00
Rogowski Construction	71,142.00
Brandon Courthouse — Basement Renovations	
* E.C. Higgins	29,500.00
Triple L Construction	30,764.00
Ben Wiebe Construction	30,992.50
Altoba Development	45,585.00
270 Osborne — Window Replacement	
* Altoba Development	41,356.00
Sandor Construction	42,470.00
Bird Construction	42,785.00
Westland Construction	43,840.00
Derksen Industries	47,231.00
Gimli Industrial Park Garages — Roof Repair	
* Fisher Enterprises	36,581.00
Interlake Form Works	38,125.00
Chimo Lumber	39,222.20
Pukalo Roofing	41,870.00
MacKay Roofing	53,495.00
1181 Portage Avenue — Replacing Floor Covering on Second Floor	
* Exclusive Carpet (withdrew bid)	30,998.00
Anchor Contracts	33,912.00
Western Asbestos	34,929.00
John Samus Flooring	36,245.00
Locker Flooring	36,680.00
Provincial Floorcraft	37,704.00
Century Flooring	39,953.00
NuWest Flooring	40,981.00

Service Contracts Tendered

for the fiscal year ended March 31, 1983

* Denotes Award of Contract

SERVICE	LOCATION	COMPANY OR PROPRIETOR	CONTRACT AMOUNT
Janitorial (2-Year Contract)	Westrow Industrial Mall Winnipeg	* M.A.G. Enterprises	\$ 46,959.36
		A.M. Janitorial	47,196.00
		Oxford Building Cleaners	49,368.00
		Bee Clean	51,360.00
		PML Maintenance	60,600.00
	1007 Century Street Winnipeg	* M.A.G. Enterprises	51,190.32
		PML Maintenance	59,280.00
		Oxford Building Cleaners	61,704.00
		Bee Clean	66,369.60
	Provincial Building Beausejour	* W. Naaykins	26,000.00
		D. Siebrand	29,692.00
		A. Blixt	30,000.00
		M. Stefaniuk	32,680.00
		P. Purdon & G. Johnson	33,600.00
	Building #30 Fort Osborne Complex Winnipeg	Mr. & Mrs. R. Jvenke	48,000.00
		* Bee Clean	29,257.20
		M.A.G. Enterprises	31,640.00
		Wpg. Clean & Tidy	34,094.00
		PML Maintenance	39,480.00
	Provincial Building Swan River	Miracle Janitorial Service	40,800.00
		* Swan River Janitorial	39,441.00
	Provincial Building Thompson	Stan's Cleaning	39,600.00
		* Lima's Janitorial	79,920.00
		Santos Janitorial	104,966.40
		McEachern Janitorial	106,623.60
	1567-1577 Dublin Avenue Winnipeg	Matechuk Trucking Ltd.	284,908.80
		* Deep Janitorial Service	26,220.00
		Jets Janitorial Service	27,268.80
		A.M. Janitorial Service	27,720.00
		Bee Clean	32,512.80
		Wpg. Clean & Tidy	33,120.00
		Arlington Building Cleaners	35,520.00
		Jay Jay Janitorial Service	36,183.60
		Akman's Janitorial Service	36,708.00
		M.A.G. Enterprises	43,440.00
		Pan American Cleaners	62,928.00
	Provincial Building Dauphin	* Dauphin Janitorial	45,570.00
		Clark Cleaning	47,999.76
		D & J Janitorial	72,000.00
	1700 Portage Avenue Winnipeg	* Jay Jay Janitorial Service	17,346.68
		Jet Janitorial Service	17,598.00
		Bee Clean	19,488.00
		Wpg. Clean & Tidy	19,200.00
		A.M. Janitorial Service	20,160.00
		M.A.G. Enterprises	22,898.00

APPENDIX "C"

Custodial (6-Month Contract)	Memorial Park Washroom Winnipeg	* Bee Clean Reliance Cleaning Oxford Building Cleaners M.A.G. Enterprises New Life Carpet Cleaning PML Maintenance	\$ 10,758.00 11,340.00 11,508.00 15,584.64 17,280.00 19,020.00
Janitorial (2-Year Contract)	Manitoba Building Winnipeg	* Deep Janitorial A.M. Janitorial PML Maintenance Bee Clean M.A.G. Enterprises	17,035.92 18,882.00 27,096.00 27,257.56 39,672.00
	Winnipeg Enterprises Development Centre Winnipeg	* Wpg. Clean & Tidy Bee Clean M.A.G. Enterprises A.M. Janitorial A.A. Building Cleaners	19,440.00 20,760.00 21,240.00 23,544.00 37,975.68
Janitorial (2-Year Contract)	10 Midland Street Winnipeg	* G. Willson Lurdes Janitorial Busy Broom Palma Janitorial SafeCLEANing	6,360.00 6,480.00 7,080.00 7,640.16 10,800.00
	210 Osborne Street Winnipeg	* Deep Janitorial A.M. Janitorial M.A.G. Enterprises Bee Clean Akman Janitorial Mario's Cleaning Wpg. Clean & Tidy Miracle Janitorial PML Maintenance Lucy's Cleaning	14,736.00 15,325.44 15,895.00 16,578.00 17,640.00 18,144.00 18,408.00 22,800.00 23,952.00 29,472.00
	Templeton Building Winnipeg	* M.A.G. Enterprises A.M. Janitorial Bee Clean PML Maintenance H. Penner Cleaning	11,375.00 11,592.00 11,640.00 15,096.00 25,920.00
	177 Lombard Avenue Winnipeg	* Deep Janitorial Wpg. Clean & Tidy A.M. Janitorial Bee Clean M.A.G. Enterprises Jay Jay Janitorial PML Maintenance Pronto Cleaning LM Janitorial	13,652.40 15,072.00 20,635.47 21,720.00 23,398.85 24,574.32 24,960.00 31,350.00 65,531.00
Elevator Maintenance (5-Year-Contract)	Mental Health Centre, Provincial Building, and Assiniboine Community College Brandon	* Brandon Elevator and Electric Service Ltd. (Contract negotiated with the above for geographical reasons).	67,200.00
Fire Detection/ Alarm Systems Maintenance (5-Year Contract)	Government House and Norquay Building (Winnipeg); Brandon Correctional Institution (Brandon);	* Edwards (A Unit of General Signal) Pace Safety Systems	30,046.00 46,758.00

APPENDIX "C"

and The Pas New
Courthouse and
Correctional Institution
District #4 Office (The Pas)

	Land Titles Building, (Brandon);	* Edwards	\$ 4,341.24
	Land Titles Building, (Neepawa); and	Chubb	4,386.00
	Agricultural Building, (Hamiota)	Pace Safety	6,947.10
		Simplex	7,899.15
Refuse Removal	Red River	* Browning-Ferris Waste	22,800.00
	College	Systems	
Compact Rental (5-Year Rental Agreement)	Winnipeg	Laidlaw Waste Systems	24,400.00
Window Cleaning (2-Year Contract)	Norquay Building	* Max Wilde	1,800.00
	Winnipeg	Central Maintenance	1,973.00
		D.A. Matthews & Co.	2,294.00
	Woodsworth Building	* Central Maintenance	7,118.00
	Winnipeg	D.A. Matthews & Co.	7,642.00
		Max Wilde	7,930.00

Gimli Industrial Park Tenants

as at March 31, 1983

TENANT

Mr. Ross Bailey
CN Rail Transportation
Department of Consumer & Corporate
Affairs
Department of Natural Resources

Gimli Boat Works Ltd.
Gimli Childrens Centre
Gimli Country Club
Gimli Motors (1979) Ltd.
Gimli Motorsport Park
Gimli Small Engine Repair
Gimli Upholstering
Faroex Ltd.
Go Transportation
Halls Appliances & Repair
Interlake Aviation Co. Ltd.
Interlake Work Activity Project
Interlake Recreational Committee
Lake Agassiz Marine
Lake Winnipeg Boat Works
Mid Canada Para Sports Centre
National Research Council of Canada
Ontario Central Airlines

The Original Wooden Works
Mr. Stanley Sandner
Skyline Maintenance & Avionics Ltd.
Viking Beer Bellies

NATURE OF INDUSTRY

Storage only
Training school for dispatchers and engineers

Storage only
Interlake office for Natural Resources
responsible for Fisheries, Forestry, Wildlife,
Fire Control, Land Use, etc.
Production of aluminum boats

Day care centre for pre-school children
9-hole golf course

Storage only
Motor vehicle race track
Repair of small engines
Furniture upholstery and re-design
Manufacturer of fibreglass animal enclosures

Storage only
Storage only
Aircraft sales and flying instructions
Vocational development
Operation of recreation complex
Boat and engine repair services
Production of wooden and fibreglass boats
Parachute club
Stratospheric studies using balloons
Overhaul of own aircraft and charter services to
the North

Custom-built furniture and kitchen cabinets

Storage only
Aircraft sales, equipment and service
Baseball and hockey club

